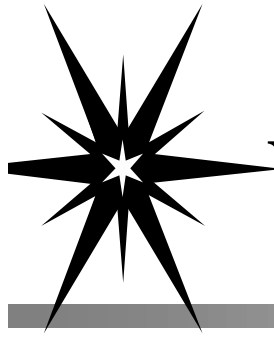# Corrective Action for Administrative/Business Professionals

Jeff Spencer/EE24

544-7498

Why We Are Here

- ➤ Corrective action was a focus of the recent JSC registration audit by NQA
- ➤ Corrective action procedures were all recently revised or just recently released
- ➤ Our registration audit is scheduled for February 25th-27th, 1998
- ➤ We want to pass our registration audit on the first try!
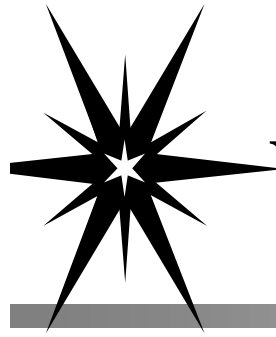
What I Hope to Accomplish

➤ Corrective Action Lingo

➤ Corrective Action System Overview

   ➤ New/Revised Procedures

➤ On-Line QSDN System Demo

➤ Audit Preparation
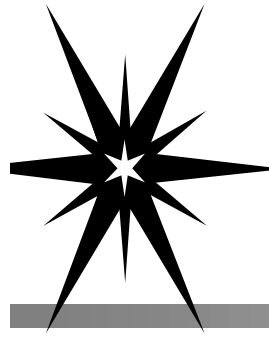
Corrective Action Lingo

➤ <u>Nonconformance</u> - A condition in which one or more characteristics do not conform to requirements.

➤ <u>Root Cause</u> - The underlying reason or cause for a nonconformance.

➤ <u>Corrective Action</u> - Action taken to **correct** a nonconformance and to eliminate the cause to prevent recurrence.

➤ <u>Preventive Action</u> - Action taken to eliminate the cause of a potential nonconformance in order to **prevent** occurrence.
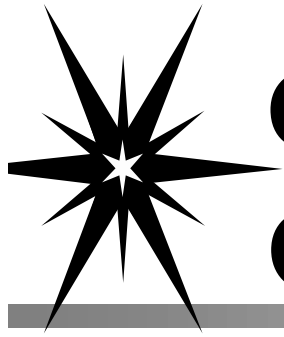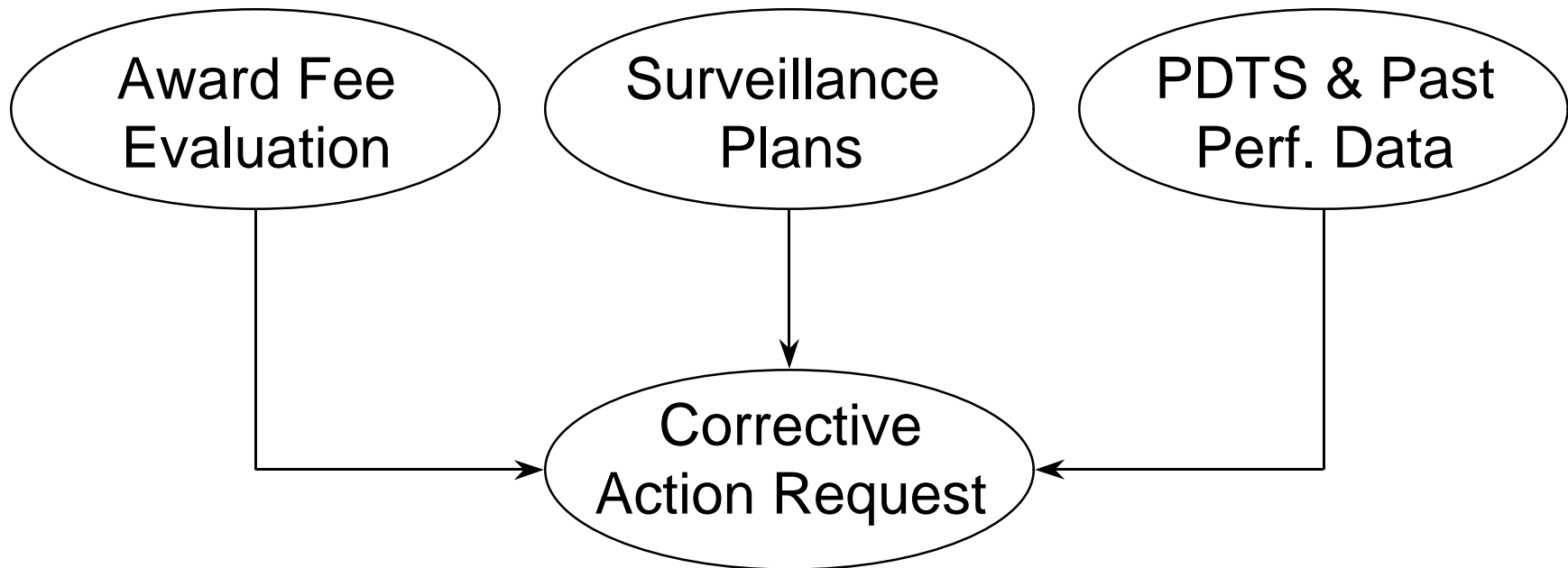
Corrective Action System Overview

➤ MSFC-P06.1, Purchasing

➤ MSFC-P06.1-C03, Procurement Initiator's Guide

➤ MSFC-P06.1-C04, Evaluation of Contractor Performance for Contracts With Award Fee Provisions

Corrective Action System Overview (cont'd)

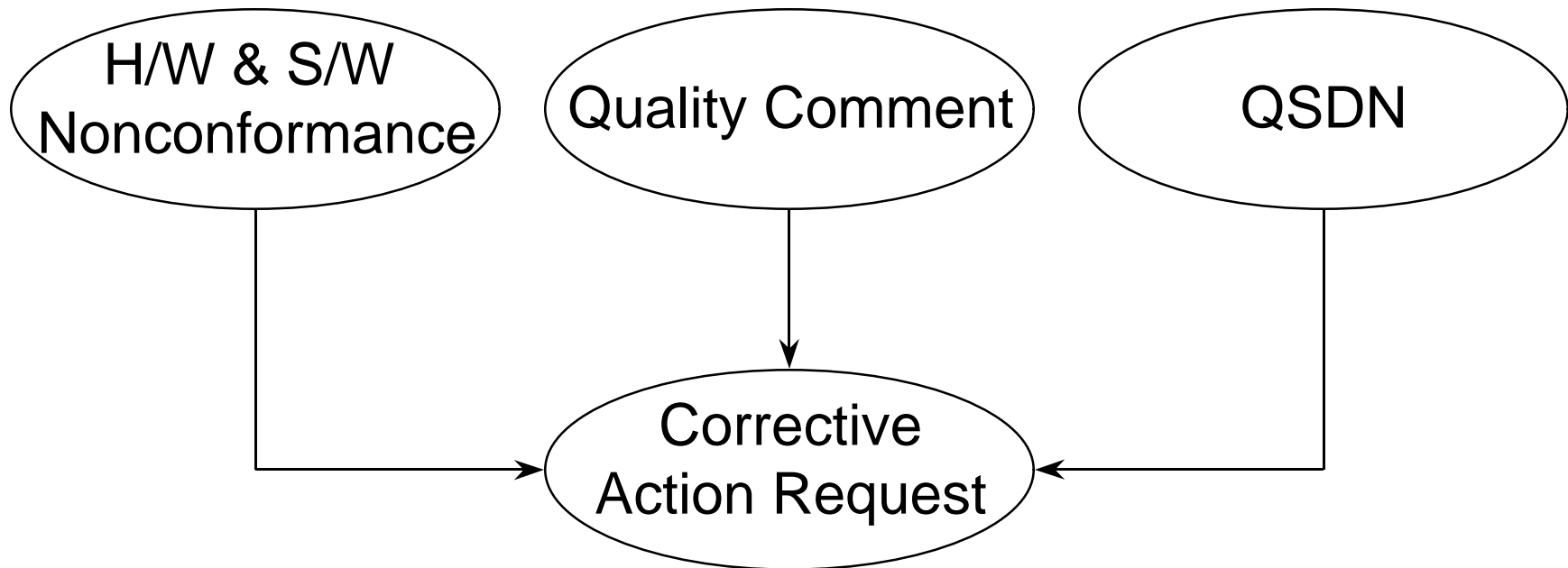Supplier/Subcontractor Nonconformances/Deficiencies

Corrective Action System Overview (cont'd)

- ➤ MSFC-P14.1, MSFC Corrective Action System, Rev. A approved on 2/2/98
- ➤ MSFC-P14.1-C01, MSFC Quality Comment System
- ➤ MSFC-P14.1-C02, MSFC Corrective/Preventive Action Notification System
- ➤ MSFC-P14.1-C03, MSFC Quality System Deficiency Notice System
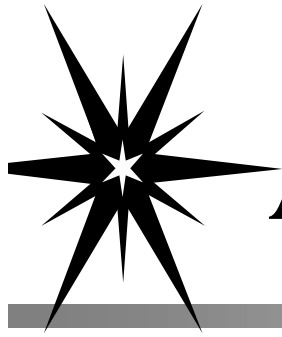
Corrective Action System Overview (cont'd)

MSFC Nonconformances/Deficiencies

H/W & S/W
Nonconformance

Quality Comment

QSDN

Corrective
Action Request
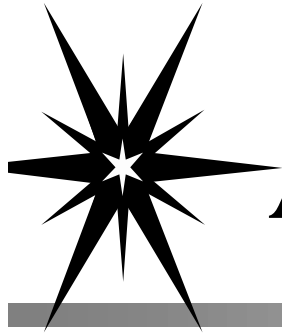
Audit Preparation

➤ How Corrective Action is Approached

   ➤ Supplier/Subcontractor

   ➤ Customer
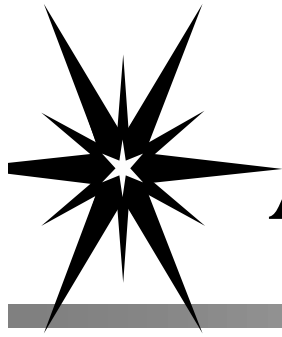
   ➤ Production

   ➤ Administrative

Audit Preparation (cont'd)

➤ Supplier/Subcontractor Oriented Work

   ➤ How do you measure the performance of your suppliers and request corrective action for problems?

      ➤ MSFC-P06.1, MSFC-P06.1-C03, MSFC-P06.1-C04

      ➤ Know which apply to your work

   ➤ Know how to access them and verify they are current
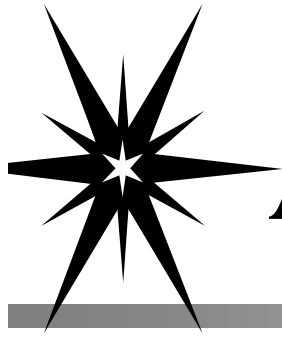
Audit Preparation (cont'd)

- Customer Oriented Work
  - How can MSFC customers file a complaint about a delivered product or service?
    - MSFC-P14.1-C01
    - Know how to access the instruction
    - Know how to access MSFC Form 4306
    - Form included along with delivered products
    - For calls and letters, form to be completed by recipient and sent to S&MA
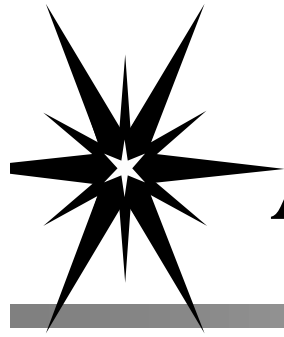
Audit Preparation (cont'd)

➤ Production Oriented Work

  ➤ Very detailed questions on doing root cause investigations for hardware/software problems

➤ Administrative Type Work

  ➤ If you find something wrong, how do you correct it?

    ➤ If a Quality System deficiency: Generate a QSDN (Be prepared to demonstrate that you know how to access the system)
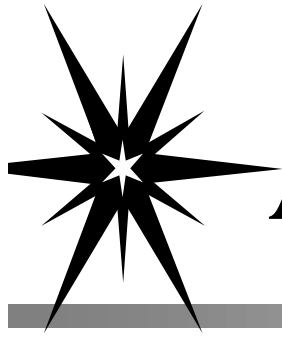
Audit Preparation (cont'd)

- ➤ Administrative Type Work (cont'd)
  - ➤ If you find something wrong, how do you correct it?
    - ➤ If a document problem: Identify correction and forward to document OPR
    - ➤ If you're not sure: Contact Organization's ISO Representative (list is maintained on the MSFC ISO 9000 Homepage http://iso9000.msfc.nasa.gov:9001) or as a last resort refer the auditor to your supervisor
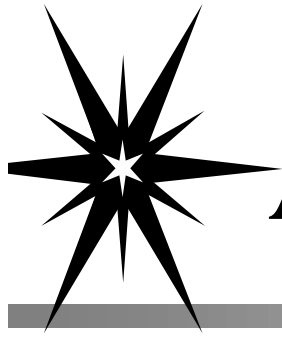
Audit Preparation (cont'd)
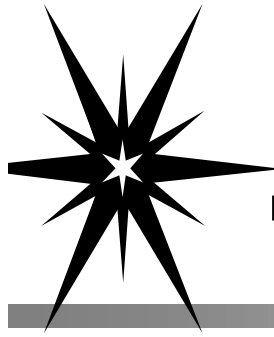
- Audit Do's and Don'ts
  - Do:
    - Be Honest, Concise
    - Listen and Answer the Questions
    - Be Factual, Polite and Cooperative
    - Understand the Procedures/Instructions that Apply to You

Audit Preparation (cont'd)

- Audit Do's and Don'ts
  - Don't:
    - Make Up an Answer
    - Be Argumentative or Negative
    - Be Afraid to Say "I Don't Know, But I'll Find Out"
    - Guess

Summary

➤ The registration audit begins on Feb. 25th

➤ We all need to understand how we each fit into ISO - if you understand that, the audit will be a breeze

➤ Jeff Spencer/EE24, ext. 4-7498